



REPLY TO  
ATTENTION OF

DEPARTMENT OF THE ARMY  
US ARMY INSTALLATION MANAGEMENT COMMAND  
HEADQUARTERS, UNITED STATES ARMY GARRISON, FORT HOOD  
FORT HOOD, TEXAS 76544-5002

GARRISON POLICY  
DPW-05

30 MAY 2018

IMHD-PWF

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Custodial Services Policy

1. REFERENCES.

- a. DOD Instruction 4000.19, Interservice and Intragovernmental Support, 25 April 2013, Incorporating Change 2, 31 August 2018.
- b. AR 5-9, Installation Support Management, 17 April 2018. (supersedes AR 37-49).
- c. AR 420-1, Army Facilities Management, 12 February 2008.
- d. OPOD 19-011 IMCOM Enterprise Operations – Annex D (Custodial Services).

2. PURPOSE. To establish policies and procedures in order to establish custodial support for Army tenants, Department of Defense (DoD), and non-DoD organizations that request custodial services.

3. APPLICABILITY. This policy applies to all Fort Hood facility occupants.

4. DEFINITIONS.

- a. Fort Hood tenant. A unit, agency, or activity that does not fall under the command of III Corps that occupies a facility on Fort Hood.
- b. Medical facilities. Any facility classified as Category 500 (medical treatment facilities or clinics) or Category 300 (Medical Research and Development) real property, or facilities that conduct medical practices, or practices involving blood borne pathogens, medical waste, or other hazardous waste generated from medical procedures.

5. POLICY.

- a. Authorized administrative facilities are those facilities occupied by the III Corps Commander and the US Army Garrison, including Child Development Centers and Child Youth Centers. Administrative space within U.S. Army Reserve unit facilities with Category Code 17140 is authorized on a non-reimbursable basis.

b. The baseline custodial services provided for by the DPW operate on a bi-weekly schedule that may vary in frequency consistent with funding levels. However, except for facilities requiring greater frequencies due to high traffic, service will not exceed a two-and-a-half day per week frequency. The standard level of services for authorized administrative facilities includes:

- (1) Cleaning and restocking restrooms
- (2) Mopping
- (3) Vacuuming carpets
- (4) Stripping and waxing floors as scheduled
- (5) Shampooing carpets as scheduled

c. Custodial support requested by Fort Hood tenant organizations or facilities occupied by contractors is reimbursable and will be properly annotated on the Support Agreement or Lease Agreement respectively. The following customers can request custodial services on a reimbursable basis. Reimbursable services will not be initiated until a support agreement is signed and funding for at least three months of service is provided.

- (1) Brigade Headquarters
- (2) Fort Hood tenant facilities not listed in paragraph 5(d) below
- (3) Overseas Contingency Operations requirements not listed in paragraph 5(d)

d. The Garrison custodial services policy contract does not have the capacity to provide service to the:

- (1) Privatized Army Lodging
- (2) Medical facilities
- (3) Motor Pool and Training facilities (exception: Category Code 17213 and 17210 with administrative offices)
- (4) Dining facilities
- (5) Barracks (to include common areas)

- (6) Commissaries
- (7) Exchange facilities
- (8) Battalion Headquarters and below

e. As of the date of publication, services may be provided on a two-and-a-half day per week frequency. However, services are anticipated to be reduced to one day per week. Reimbursable customers cannot obtain services that exceed the standard frequency provided to the rest of the Garrison. Increased frequencies are reserved for child and youth services, and high-traffic facilities.

## 6. PROCEDURES.

a. To request new services, organizations or activities must submit a completed Department of the Army (DA) Form 4283 to the Work Management Branch, Bldg. 4612. Allow six weeks for processing of the request prior to the requested date of service. Approval of requests is not guaranteed.

b. Request for custodial services will be evaluated to determine if the requestor is authorized custodial service or whether reimbursement is required. The requesting organization will receive a formal written notification of the determination within 30 days of the request.

7. The points of contact for this memorandum are the DPW Service Agreement Coordinator, at (254) 285-6701, the Garrison Service Agreement Manager, at (254) 553-0008, and the DPW Work Management Branch, at (254) 287-7759.



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